



## Job Description

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| <b>Title: Outreach and Human Services Coordinator</b>                         | <b>Effective Date:</b>                  |
| <b>Department: Senior Center/Council on Aging</b>                             | <b>Union: n/a</b>                       |
| <b>Location: Health &amp; Human Services Building<br/>Francis Farm Campus</b> | <b>Grade: n/a</b>                       |
| <b>Status: Full-time at 36 hours</b>  | <b>Grant-funded position/benefitted</b> |

### GENERAL PURPOSE:

Outreach/Human Services Coordinators are responsible for planning, coordinating and implementing social services for elders and their families in the community. An Outreach/Human Services Coordinator provides information and referral services and is a resource to individuals and or families in need; advocates for the needs of clients; maintains case records; and participates in professional development and engagement.

### SUPERVISION RECEIVED:

General supervision by the Director of Health & Human Services with daily supervision from the Director of the Council on Aging.

### SUPERVISION EXERCISED:

None. Coordinates schedules and referrals with others in the department. May receive assistance from clerical staff and receive assistance from one or more volunteers. Coordinates with others in Health and Human Services.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- A. Offers social services assistance to help meet needs of Rehoboth residents, especially Elders. Assistance takes many practical forms, such as referrals to agencies and programs and guidance in preparing applications and documentation. Informs clients of eligibility for programs, offers practical and emotional support, advocates for them, and provides follow up as needed to ensure adequacy of assistance. The Outreach Coordinator conducts in-home, telephone/email, and in-office consultations to assist elders and their families in defining their needs and helping ensure adequacy of coverage. Clients may receive an overall personal plan that helps meet their needs. Builds and maintains a client base while assisting new clients as needed.
- B. Social services offered include medical and health insurance access and assistance across a range of life issues including nutrition, transportation, housing and fuel assistance, tax abatement, and referrals for services across a variable range of local and regional organizations. Specific programs include Medicare, Medicaid, and Medi-Gap health insurance and the "free care" component of the health system; SNAP; Farmers Market Coupons; DTA

Senior Assistance; housing and tax abatements; and access to social service agencies and area service providers such as soup kitchens and food banks, church programs, homemaker and home care services, legal services, health and wellness services, small home repairs, and transportation.

- C. Meets many clients face-to-face in scheduled appointments, and holds office hours. Through telephone calls, email exchanges, and home visits, brings services to clients who, because of infirmity or age, are unable to access these services in person at the Health and Human Services Building.
- D. The Outreach Coordinator maintains a working relationship with programs and agencies that provide services for elder clients. Serves on some local, regional, or state advisory groups, committees, or boards; and participates in professional groups, special studies, and development projects.
- E. The Outreach Coordinator keeps accurate and confidential updated information on all clients. Client records are not public records, by Massachusetts law. Submits a monthly report to the Director for review of caseload and the services provided to clients. Records and logs daily activities and systematically accounts for program assessment outcomes.
- F. Is responsible for specific duties in expanding the client base of the Health and Human Services Department, including but not limited to making phone calls.
- G. Performs other related duties as assigned.

#### MINIMUM QUALIFICATIONS:

##### Education and Experience Required:

- A. College graduate with an associate's degree, bachelor's degree preferred, in a field of social work or social services; working in a social service setting doing outreach-related work for at least 7 years.
- B. Or any equivalent combination of education and experience.

##### Necessary Knowledge, Skills and Abilities:

- A. Must be people-oriented, have strong interpersonal skills, be able to build rapport with strangers and listen carefully to their perspectives and needs, and have good problem-solving skills. Must be able to work responsibly within complex bureaucratic and regulatory systems.
- B. Must be able to work independently and comfortably with elderly clients, performing the duties of the position with tact, discretion, confidentiality, and responsible judgment. Must have the ability to handle stressful situations in direct and indirect interactions and to be comfortable dealing with elders and families in crisis.
- C. Maintains professional qualifications through mandated training programs. Range and variety of existing qualifications considered in selecting our candidate. Maintains working knowledge of Elder-related area and state programs; training will be provided through educational workshops and seminars.

- D. Applies a working knowledge of protocols for their own and clients' safety and security, including requirements and regulations concerning elderly services, elderly rights, elderly abuse; legal aspects of access to private homes; using 911; etc.
- E. Ability to work collaboratively and creatively in a Health and Human Services setting for a mid-sized Town.
- F. Ability to maintain confidential records per HIPAA requirements.
- G. Ability to communicate effectively orally and in writing.

#### SPECIAL REQUIREMENTS:

Current certification as a Massachusetts Department of Elderly Affairs S.H.I.N.E. Counselor.

Current Massachusetts MassHealth Certified Application Counselor status.

Successful C.O.R.I. check.

#### TOOLS AND EQUIPMENT USED:

Uses a personal computer, including word processing, the web, and the telephone and contemporary messaging tools.

#### PHYSICAL DEMANDS:

While performing the duties of this job, the employee is sometimes required to use his/her hands to manipulate office equipment. The employee is frequently required to hear, speak, smell, touch, and visualize in making accurate physical assessments. While performing the duties for this job, the employee may be required to climb stairs, lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee either drives a personal car or uses transportation services to access clients and resources in the community.

The physical demands described here are representative of those that must be met by an employee and must be able to be performed by the employee. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions in accordance with M.G.L.C. 151B 4 (16).

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The main work is seeing clients. Work is performed partly under typical office conditions and partly serving the public away from the office. The office environment is moderately quiet with regular interruptions from the general public, employees, officials, the telephone, and others needing to communicate with the Town. The away activities encompass expected actions and challenges present in public places and homes.

#### SELECTION GUIDELINES:

Formal application, rating of education and experience, oral interview, reference and C.O.R.I. checks.  
Job related tests may be required.

**NOTE:**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logic assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.